

Performance Evaluations Q&A

Q & A (1 – 8) as of 3/05/05

- 1. Are Administrators required to meet with new Supervisors once a week for six months, or for one full year? (Goal # 26 on PSA Performance Evaluation Tool)**

A - This requirement will be matched to the probationary period of six months for the new supervisor.

- 2. How does a concurrent plan of reunification and adoption/guardianship effect the 12-month reunification and adoption goals?**

A - It doesn't. The Performance Measures only look at the Permanency Objective, not the concurrent plan.

- 3. Are there alerts that will notify a worker that the 12-month reunification/adoption timelines are near?**

A - There are not any alerts currently generated for these particular measures. Alert #206 is generated 2 months prior to a Permanency Hearing being required, so it could help with the reunification piece. If other alerts are necessary and will be used, they can be created. We don't want to overwhelm staff with alerts.

- 4. How/where does a supervisor document their monthly face-to-face meetings with workers, cases they have reviewed, weekly face-to-face meeting with new workers and monthly meeting will all of their unit workers?**

A – For Workers: document case specific reviews under “Consultation Point” on each case in N-FOCUS. You can choose to print out the entry and put a copy in your notebook. It is suggested to print a second copy to give to the worker.

For New Workers: at the time of a new worker hire, supervisors are given a “Triangle Book”. This booklet should be put in a binder. Documentation should be placed in the new worker binder/notebook. Case consultation should be put on N-FOCUS and copies of the narrative placed in the binder/notebook.

For Monthly Unit Meetings: organizing this information is up to each supervisor but it should be accessible to the administrator who supervises the supervisor and should be easily readable. It is suggested to use a binder and place each agenda and related meeting minutes in the binder/notebook.

Caution: binders/notebooks should NOT include any notes regarding personnel discussions. That information should be kept separately in a secure environment.

- 5. Will administrators get a monthly print out that documents the compliance or non-compliance for the above expectations for supervisors?**

A – Administrators will get the same Performance Measures document as all other staff receive. There is no “automatic” way to verify compliance with monthly/weekly

meetings with staff. That will need to be a manual process of reviewing the supervisor's documentation.

6. **On the form that case managers sign for the performance evaluation, the front page wants us to put in the performance reporting period from _____ to _____. Is this date for their anniversary date and does that mean they have to sign that every year?**

A – Yes, the form should be signed each year AND any time that the worker's assignment changes in a way that requires that they meet additional standards or that other standards they were previously required to meet no longer apply. This assures that there has been a discussion about current assignment and the standards that apply and avoids any potential that the worker's assignment has changed but the applicable standards have not been discussed.

7. **I have used the chart/ and the un-met benchmark data, as a tool to cross check our work and determined where we, as a unit, have made either erroneous or untimely entries. When discovered, the worker has corrected/entered appropriately and has experienced learning for the next month.**

I have compiled the details from the charts to indicate where each worker stands; ie meets, exceeds, fails to meet expectations. Several basic errors have been encountered. Some are simple fixes others not so simple.

Examples: Case plan was incorrectly made for 7 months or taken to the end of the sixth month thereby being invalid; Worker visited youth but put the contact in the wrong place in NFOCUS or did not get the narrative into NFOCUS in a timely manner; Worker is not listed as the primary worker (or is listed for youth they are not responsible for) and incorrect data is reported; Visitation occurred but that worker either gets erroneous credit, or no credit, thereby changing percentages; Worker did not accurately move the placement from Kearney to DCYC and was charged with failing to make a Kearney visit even though he actually was somewhere else.

Are these additional examples of items that we can add into the comment section to support upward adjustment of the evaluation score or are they not applicable to evaluation?

Even without adjustments for some visitation in December that did not occur due to workers out for illness, bereavement, and families on Christmas vacation, this unit has managed to do very well. I am proud of their efforts. Their efforts extend to follow-up and correction of minor details within the NFOCUS system. I would like to be able to give them the commensurate credit where due.

A – The purpose of allowing for adjustments to a staff person's performance rating, was to recognize that there are some things outside of the control of the staff person. The examples you've raised are within the Worker's control although we do understand that errors occur. The issue we face by allowing for adjustments to a Worker's rating based on errors in which their work is not reflected within N-FOCUS, is that we detract from the information system as our primary source of accurate

information and lose any incentive for errors to be corrected in the future. Although Worker error cannot be used to change a ranking, the Supervisor should note the error(s) and the impact of those on the rating as well as the action completed or the improvement plan developed to correct the errors.

- 8. The Performance Standards have ratings from 1 to 5. Since the standards themselves are based on data, can we translate the ratings into percentages so that it's easier to look at data in relationship to the evaluation?**

A – Yes...and good idea! We will be amending the Performance Evaluation Tool soon and will incorporate percentages along with the numerical rating.